



KING COUNTY MENTAL HEALTH BOARD

QUALITY COUNCIL MEETING SUMMARY

Day/Date: Monday, April 22, 2002
Time: 3:30 – 5:00 PM
Location: Exchange Building: 821 Second Avenue, Conference Room 6A, Seattle, WA

Members Present:

Ron Sterling
Alice Howell
Alberto Gallegos
Debra Roszkowski
Clifford Thurston
Jeanette Barnes

Members Absent:

Janny Becker
Eleanor Owen

Members Excused:

Jack Fuller

Staff:

Liz Gilbert
Jerilyn Anderson – United Behavioral Health (UBH)

Guests:

Terry Crain, MHCADSD
Steven Collins, Quality Review Team

Notetaker:

Liz Gilbert

Call To Order

Ron Sterling called meeting to order at 3:35 PM.

Approval of Last Minutes

Minutes from January and February were approved

Announcements

Ron announced that the King County Mental Health Advisory Board By-laws indicate it is not necessary to have a quorum present to approve minutes or to vote on action items. As long as the Chair and one other member are present, decisions can be made.

Liz Gilbert announced that Ron Sterling was appointed Chair of the Quality Council by the Chair of the King County Mental Health Advisory Board. Ron indicated he has been reviewing all documents related to Board and Quality Council requirements and functions so that he can get “up to speed”. He plans to follow-up on items that have previously come before the committee, but have not yet been acted upon.

Alberto Gallegos spoke about concerns he has related to the availability and competency of case managers. He noted that funding reductions have resulted ongoing case manager turnover and reduced services to consumers. He added that the services provided do not necessarily assist consumers to become more independent. He advocated for targeted training for case managers so that they can become more effective in assisting consumers to achieve independence.

In response to Alberto’s concerns, Jerilyn Anderson described a training that will be held sometime this summer and will be jointly sponsored by UBH, MHCADSD, and W/AMI that will focus on the recovery model. Case managers from all agencies will be encouraged to attend. As training plans develop, further information will be brought to the Quality Council.

Alberto added that he believes case manager training should have three focus areas:

1. Prevent crisis
2. Improve quality service
3. Reduce dependence

Approval of charter and role of Quality Council

The group reviewed the charter statement and the document describing the roles for the Quality Council. The group identified several modifications, and Liz Gilbert will provide these edits. A summary of these modifications follow:

- The list of members will be deleted
- The final document will show an approval date (as a footer)
- The description of roles and responsibilities will be flushed out
- The term “client” will be replaced by the term “consumer”
- In the Charter, third bullet – the phrase “client satisfaction with services” will be modified to include family members and/or caregivers

- Charter, bullet 5
- A sunset date (April, 2003) will be added.

It was moved, seconded and passed that the Quality Council Charter and Roles and Responsibilities will be forwarded to the full board for approval with the changes noted above.

King County RSN Update

Liz Gilbert provided a briefing.

- King County Executive Ron Sims announced the closure of the North Rehabilitation and the Cedar Hills Addiction Treatment facilities. CHAT in particular has operated at a loss for several years. Both facilities are expected to be closed by year's end.
- Barbara Gletne, Director of the King County Department of Community & Human Services is leaving her position effective July 1, 2002.
- Liz provided a hand out that describes the budget cuts that have recently impacted the total revenues available King County RSN, and asked the group to contact her with questions.
- The Department of Social and Health Services (DSHS) has established "A Teams" that seek to identify high risk/high cost clients of multiple DSHS systems and develop coordinated seamless services for them. The Division of Home and Community Services is responsible for overall coordination. King County RSN will participate in case planning for individuals who are eligible for publicly funded mental health services.
- MHCADS is evaluating the overall effectiveness of the current residential/housing system. This will be followed by the development of a housing plan. It has been ten years since the last mental health housing plan was developed, and it will be the first plan that also includes housing needs for clients with chemical dependency. The Division is interested in exploring alternative therapeutic housing models for consumers currently in mental health residential facilities and those individuals unable to access traditional clean and sober recovery housing.
- Jean Robertson is currently attending a national training sponsored by FEMA that is focusing on responses in the event of terrorist attacks.

Vocational Plan

Terry Crain provided an overview of the vocational planning process currently underway. She and her associate, Steven Collins, have been doing extensive research on existing vocational programs and learning about local and national resources that can be incorporated into the local plan. Terry noted that currently we have a system that does not foster belief that consumers can and should work. We must first change ourselves and then help consumers obtain purposeful activity. The planning process will incorporate a study of gaps, needs, and current resources. The Quality Council will be kept informed about the planning process.

Overview of UBH quality committees

Jerilyn Anderson provided a handout comprised of excerpts from the UBH Quality Management Plan. Included were a process flow diagram and written descriptions for each quality management committee. The diagram depicts the flow of information across the five active committees – information can flow in any direction, depending on the nature of particular issues and how which committee(s) will handle them. Jerilyn discussed the charters for each committee and how each has a distinct role:

- Senior Staff Group: Includes leadership from MHCADSD and UBH; evaluates the larger system; serves as system Quality Improvement group
- Quality Improvement Group: Includes UBH and provider quality and/or clinical management staff; shares information; reviews performance and outcomes, utilization indicators and other measures
- Client and Family Advisory Group: Comprised of UBH, family members, advocates and consumers; discusses issues of interest and recommends policies and procedures; evaluates UBH performance.
- UBH Internal Quality Assurance: A team of UBH staff that evaluates internal operations and processes and makes needed improvements.
- Natural Medicine Committee: Consists of system medical providers, Bastyr University, consumers and community members; researches and and evaluates natural medicine and alternative care options.

UBH recruits membership in these committees through consumer to consumer telephone calls, presentations to consumer groups, CEO's, and agency direct service staff. It is challenging to recruit new members, and all committees need increased consumer participation. UBH pays for all transportation costs, but is unable to offer a stipend at this time.

Update on Quality Review Team (QRT) forums

The QRT is currently visiting provider agencies. The purpose is to introduce consumers to the QRT and its functions, and to learn about consumers' perceptions of the services they receive. The QRT also provides a history of the consumer movement in Washington State, and shares the results of the three surveys completed by the QRT (Consumer Satisfaction, After-hour response, case manager services). To date, 13 agencies have been visited. The client perspective is very much needed, valued, and used in system planning. The QRT provides reports to the Senior Staff Group to use in system planning and in developing quality improvement initiatives. The QRT is currently developing a consumer focused newsletter that will assist consumers to communicate with one another regardless of where they live in the County. The goal is to have the first newsletter circulated by the end of June, 2002.

In response to questions, Steven indicated:

- the QRT intends to visit every network provider this year
- 10-30 consumers typically attend forums
- consumers are feeling the impact of the financial issues faced by the system, particularly through lack of access to case managers and other staff
- consumers are concerned about the size of case loads, the length of time consumers need to wait to see their case manager, and case manager morale
- the QRT conducts one-two forums each week

Adjournment:

Ron Sterling adjourned the meeting at 5:10 pm.

Handouts at this Meeting:

Document: Description of Budget Cuts

Packet: UBH quality management groups